From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: UPDATE RE: Search results downloads still not working
Date: Wednesday, March 6, 2024 2:01:06 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

I was able to get some additional information from one of our product managers who oversees the CSV files. She advised that currently, our Zipfiles will download at a maximum capacity of 100 images per Zipfile. She also shared that they are looking to improve the capacity to make it larger than 100 images.

Thank you for allowing us to look into this a little further for you and if anything else comes up, please let me know.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/23/2024, 2:50 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: UPDATE RE: Search results downloads still not working

Flock Safety,

Flock's Chris Howell logged in and watched as I repeated the exact search reported earlier.

Again returning 397 images.

Again the CSV download had 397 entries (attached)

But the ZIP only had 100 images (attached)

Chris had me select "all cameras" and run the search for the same time frame.

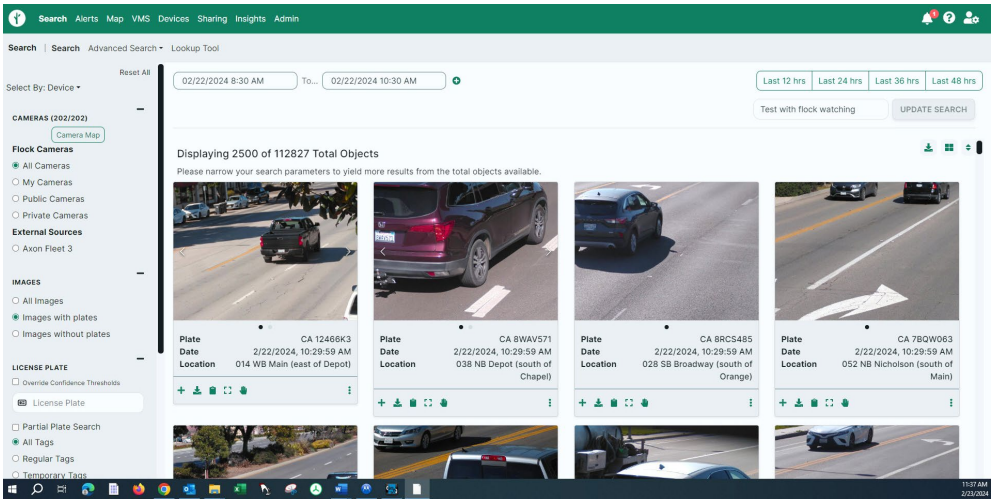
Displayed 2500 of 112827 objects.

I used the scroll bar to scroll down about four times (to ensure we had at least 100 images present.) Objects were from 10:29:38 Hrs. to 10:29:59 Hrs. local time.
I downloaded the ZIP and it had 111 images with times from 1029-1029 Hrs. local time (18:29:35-18:29:36 Hrs UTC) (Attached)

If the attachments don't go through, here's a dropbox link:

https://www.dropbox.com/scl/fi/6wqq0ew7ch4du3dtg90ye/Flock-download-problems-022324.zip?rlkey=vxsef7lz71lq3m4r6ajasu8qr&dl=0

Hope this helps.



Corporal Stephen L. Best

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, February 23, 2024 11:25 AM
To: Flock Safety Support <support@flocksafety.com>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: UPDATE RE: Search results downloads still not working

Right now is good. (or tell me when is a good time for you)

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 11:21 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: UPDATE RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I would not be able to, however, I can give you a call and screen share with you. I am here Monday - Friday 8:00 am - 4:30 pm EST. Let me know a good time to give you a call and the best number to reach you at.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/23/2024, 2:18 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: UPDATE RE: Search results downloads still not working

No, that is not the case.

As I stated earlier, “I used the slider bar on the right to repeatedly refresh until all images were populated.”

(I counted and verified that all 397 images where “loaded on the search page”)

When I downloaded the images to zip, I only got 100 images and they were from 0830-0855 Hrs. which were the first 100 images from the bottom of the page working up toward the top where the buttons are to start the download.

Are you not able to re-create the exact search I conducted and replicate the problem?

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 10:58 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: UPDATE RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there Corporal Best,

I was able to chat with one of the folks on our Product/Engineering team and they advised to scroll through the results and what you can see that is loaded on the search page should be what is loaded in the Zip file. If you scroll down to where the page ends and a new page is loaded, the Zip should contain those images as well.

Let me know if you experience something different.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/23/2024, 11:25 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: UPDATE RE: Search results downloads still not working

Thank you.

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 8:22 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: UPDATE RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you for running that test for me, I will be in touch with our engineering team and will circle back with you as soon as I can.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/23/2024, 10:36 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: UPDATE RE: Search results downloads still not working

Flock Safety,

I ran the exact same search again (Cam #02 McCoy Ln @ Tompson Way -EB, Images w/plates, all tags for 2/22 0830-1030).

This time Flock returned 397 objects.

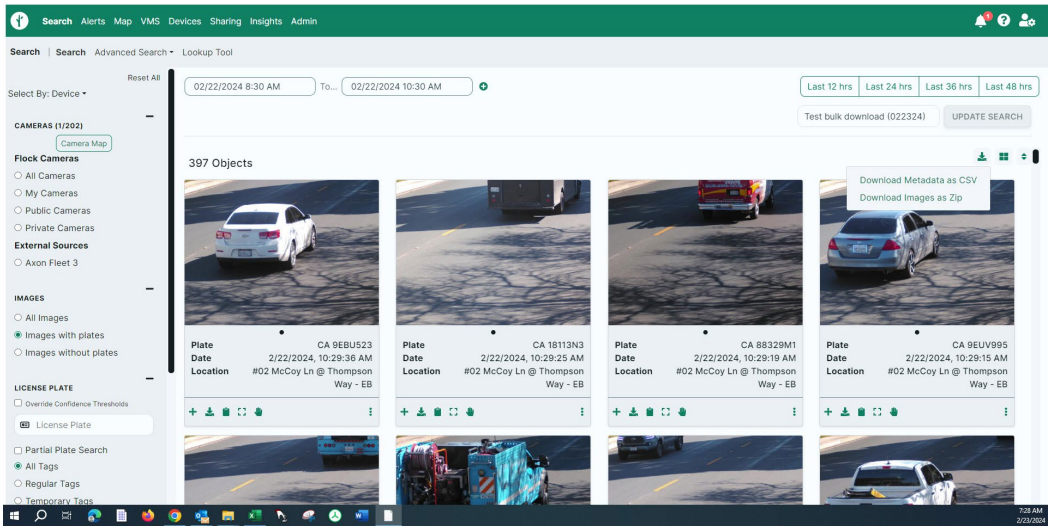
I used the slider bar on the right to repeatedly refresh until all images were populated.

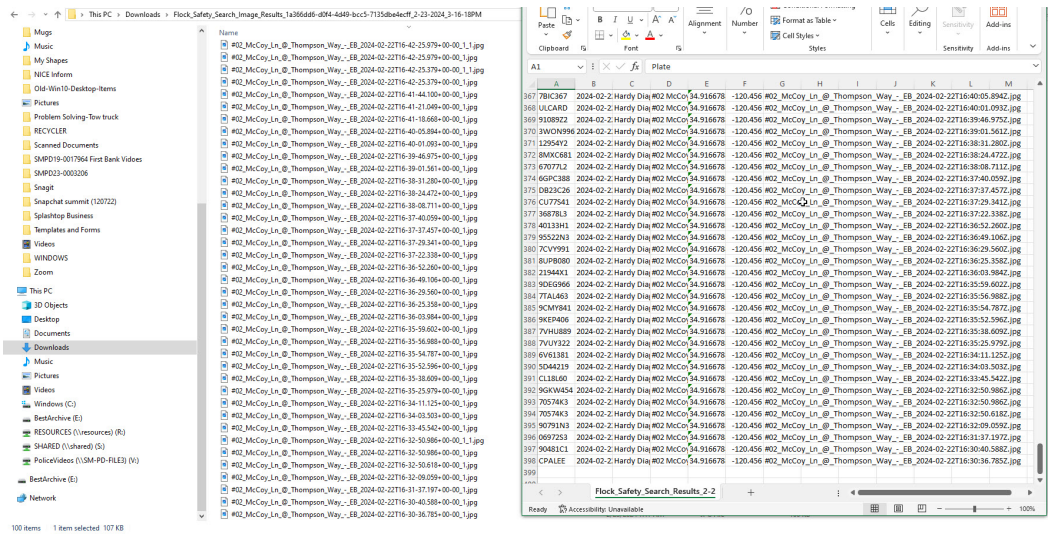
I downloaded the CSV which had 397 entries (Good!)

I downloaded the “images as zip”, only 100 images (NOT Good)

Looking at the unzipped images it appears to have only downloaded the images from 0830-0855 Hrs (1630-1655 Hrs UTC)

So, it still is not fixed.


Search Alerts Map VMS Devices Sharing Insights Admin
Search | Search Advanced Search Lookup Tool
02/22/2024 8:30 AM
02/22/2024 10:30 AM
Last 12 hrs Last 24 hrs Last 36 hrs Last 48 hrs
Test bulk download (022324)
UPDATE SEARCH
397 Objects
Download Metadata as CSV
Download Images as Zip
Plate CA 9EBU523
Date 2/22/2024, 10:29:36 AM
Location #02 McCoy Ln @ Thompson Way - EB
Plate CA 18113N3
Date 2/22/2024, 10:29:25 AM
Location #02 McCoy Ln @ Thompson Way - EB
Plate CA 88329M1
Date 2/22/2024, 10:29:19 AM
Location #02 McCoy Ln @ Thompson Way - EB
Plate CA 9EUV995
Date 2/22/2024, 10:29:15 AM
Location #02 McCoy Ln @ Thompson Way - EB



Thank you

Corporal Stephen L. Best

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From: Stephen Best <sbest@cityofsantamaria.org>
Sent: Friday, February 23, 2024 6:49 AM
To: Flock Safety Support <support@flocksafety.com>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

Flock Safety,

I will test out the download again, however, the most recent problem wasn't with the CSV download, it was with the "download images as zip" as I mentioned in my original email:

"I downloaded the CSV and it appears to have worked (386 entries in the spreadsheet)

I downloaded the "images as a zip".....and it failed miserably. Only 28 images. "

I will test it out and let you know what my results are.

Thank you.

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, February 23, 2024 5:28 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good morning,

Our engineering team has made some adjustments to the CSV files and they should be downloading consistently with your search results now. Would you be able to to a test run for me and let me know if there are any inconsistencies with the CSV file?

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/22/2024, 2:30 PM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org; brendon.norton@flocksafety.com
Subject: RE: Search results downloads still not working

Thank you.

Corporal Stephen L. Best

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, February 22, 2024 11:13 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Search results downloads still not working

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,

Thank you for letting us know. There were some modifications to the download zip file that were recently implemented. I will take this information and reach out to our engineering team to get some answers and a resolution for you.

If I have any follow-up questions or once I get a resolution, I will be in touch.

Thank you again for bringing this to our attention and we will get a resolution as soon as we can.

Stay safe,
Chris

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 2/22/2024, 1:52 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Search results downloads still not working

Flock Support,

Back in December 2023, Flocks Chris Howell was live viewing my screen while I demonstrated the issue I was having with the CSV and zip downloads of search results not working the way they are supposed to.

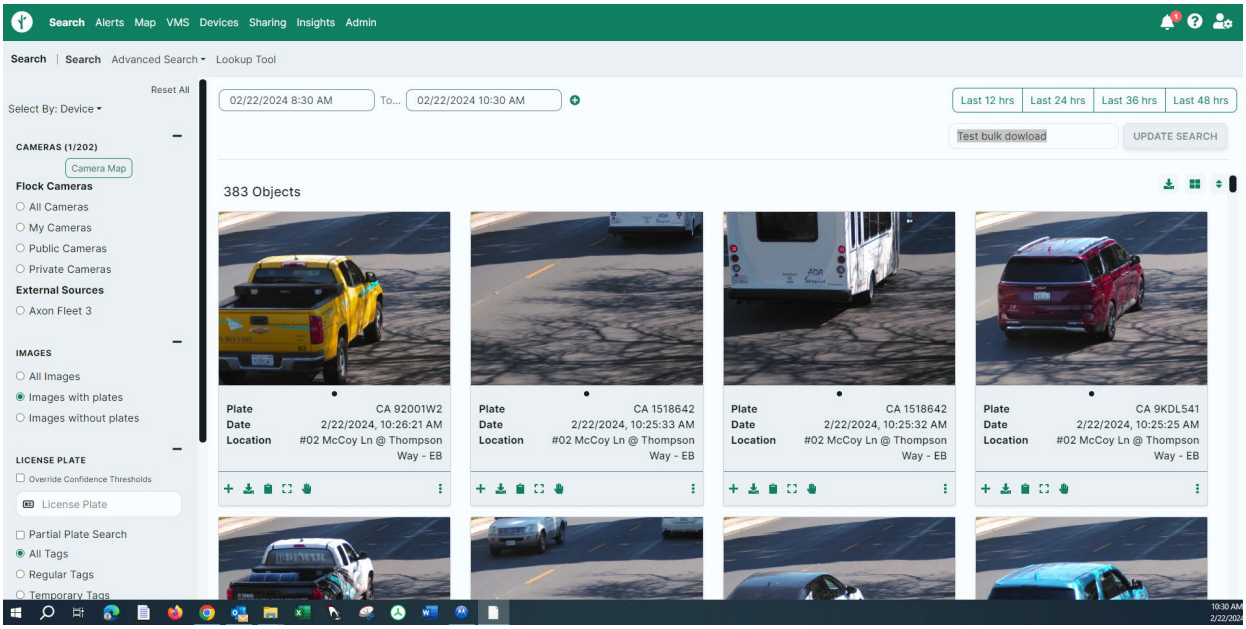
Today a detective was asking for search results from a kidnapping investigation to be downloaded for later reference. The “download images as zip” still is not working.

I ran a test to confirm this. My search had 383 objects.

I repeatedly used the slider bar on the right to finally get all the images to populate.

I downloaded the CSV and it appears to have worked (386 entries in the spreadsheet)

I downloaded the “images as a zip”…..and it failed miserably. Only 28 images.



FYI

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thread::f3rB15fWKCW3p_0o5MuFbw4::

--
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